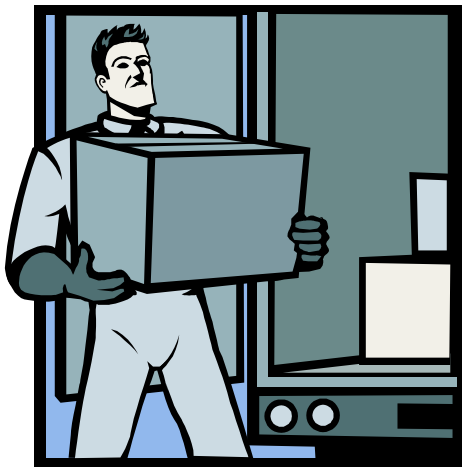




U.S. General Services Administration

A,B,C's of Household Goods Transportation



Kim Chancellor
(816) 823-3646
Kim.Chancellor@gsa.gov

What Is CHAMP?

- Centralized Household Goods Traffic Management Program
- GSA's CHAMP is a national program which provides a method to Federal civilian agencies to economically move civilian employees' household goods (HHG), unaccompanied air baggage (UAB), and privately owned vehicle(s) (POV), when authorized

Some Quick Definitions

- TSP –Transportation Service Provider

Any participating carrier or freight forwarder approved in GSA's household goods program

- UAB – Unaccompanied Air Baggage (Alaska & International moves)

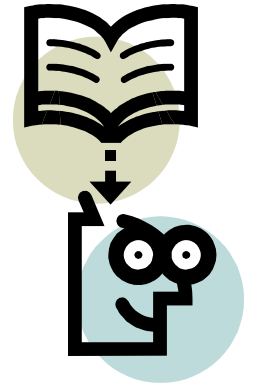
- POV – Privately Owned Vehicle



Household Goods Tender of Service (HTOS)

- One combined document for domestic & international program
- Identifies program requirements
- Rights & Responsibilities of:
 - Government Agency Ordering the Shipment
 - Federal Employee Relocating
 - Transportation Service Provider
 - GSA

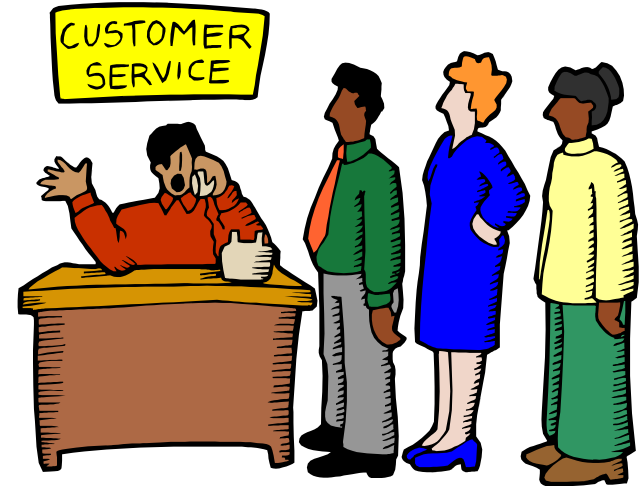
HTOS Requirements



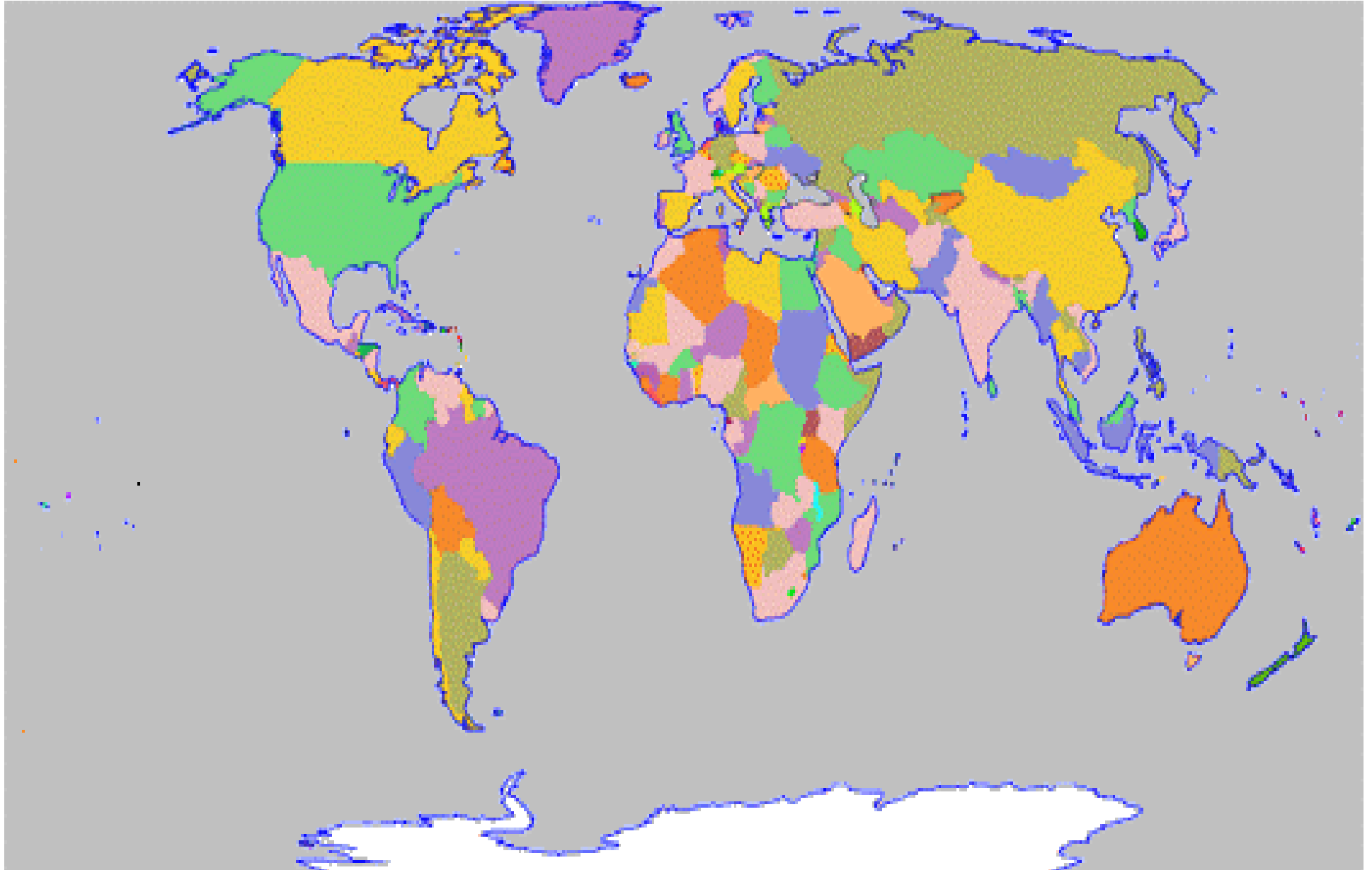
- The HTOS details the specific requirements governing shipments of household goods, personal effects, and privately owned vehicles (POVs) for Government agency personnel. This includes everything from the pre-move survey, accessorial services, packing/unpacking, loading/unloading, claims documentation, and much more.

Customers Count

- Over 1,200 Federal Agency Customers
 - Dept. of State
 - Veterans Affairs
 - DEA
 - Bureau of Prisons
 - FAA
- Over 300 Transportation Service Providers (TSPs)



Domestic / International Program



Federal Agency Benefits Under CHAMP

Full Value Replacement on Claims

- Valuation of \$5 per pound for HHG & UAB Shipments (or higher for specific agencies)
- Vehicle shipments released at current market value

GSA assistance with interpretations of regulations.



Weight Variance

- 115% Weight Variance Rule
 - If actual weight of shipment comes in at 115% above pre-move survey weight, the TSP must notify the agency &/or justify the difference
 - If no justification or notification occurs, the TSP must use the 115% weight for calculating transportation charges
 - Agencies may waive this item



Relocation Regulations

- Federal Travel Regulations (Chapter 302)
 - WWW.GSA.GOV/FTR
- GSA Transportation Website
 - WWW.GSA.GOV/TRANSPORTATION
 - What's New
 - E-mail Notifications
 - Household Goods Tender of Service (HTOS)
 - Request for Offers (RFO)

Transportation Management Services Solution (TMSS)

- Need Access to TMSS?
 - Sign up on [MOVEIT.GSA.GOV](https://moveit.gsa.gov)
 - New Federal Customer?
 - Call or E-mail GSA Representative



TMSS



GSA Home

Transportation Management Services Solution (TMSS)



TMSS Complete Shipments Module Now Available.
(see ["What's New?"](#)) for additional information.

COME TO TMSS!

Transportation Management Services Solution (TMSS) is the first comprehensive online freight and household goods transportation management system designed specifically for federal civilian agencies. For federal civilian agency representatives and transportation service providers doing business with GSA, contact us on our toll number 1 866-MOVEGSA or gsamovehelp@gsa.gov. Don't forget to [bookmark](#) us at www.moveit.gsa.gov.

S - SIGNIFICANT SAVINGS, MORE VALUE!

TMSS provides access to GSA's highly competitive transportation rates via the Freight Management Program (FMP) and Centralized Household Goods Traffic Management Program (CHAMP).

Freight Management Program (FMP)

- Average Savings - 45% off Commercial Rates
- Strict TSP approval process
- Over 600 TSPs - large and small

Centralized Household Goods Traffic Management Program (CHAMP)

- Average Savings - 52% off Commercial Rates
- Strict TSP approval process
- Over 250 TSPs

TO CUSTOMERS. If you were not a user of ITMS please go to "New Customer? Click Here to Register" (located on this home page). If you previously used ITMS please enter your ITMS userid and password for your first login. All subsequent logins will require you to use the TMSS assigned userid and your personally selected password. Each user who accesses TMSS is required to have their own userid and password.

TO TRANSPORTATION SERVICE PROVIDERS (TSPs). If you are logging into TMSS for the first time, you are required to use your previously assigned ITMS userid and password. All GSA approved TSPs were assigned an ITMS userid and password. If you do not know your userid or password, contact GSA toll free at 1-866-MOVEGSA with your Standard Service Alpha Code (SSAC) and Tax Identification Number (TIN). A GSA user will be required to create a new TMSS

[Click Here to Login](#)

New Federal Customer?
[Click here to Register](#)

What's New?

Anaheim), California

AMSA & GSA
Household Goods
and Freight Forum

[Registration](#)

★ Offerings


Transportation
Management

[TMSS Training](#)

General & Move Management Services (MMS)

- Selecting General Vs. MMS
- **G** – Transportation & Accessorial Services
Associated with a Household Goods
Shipment Normally Handled by the Agency
- **M** – Arrangement, Coordinating and
Monitoring Household Goods Shipment
- All Agency Use

Once You're In . . .

**GSA** U.S. General Services Administration

Transportation Management Services Solution (TMSS)

[★ Home](#) [★ Main](#) [★ FAQs](#) [★ About TMSS](#) [★ Disclaimer](#) [★ Contact Us](#) [★ Log Off](#) [★ Help](#)

[★ Freight Queries](#) [★ Freight Report](#) [★ HHG Queries](#) [★ HHG Report](#) [★ Mailing List](#) [★ FAIC List](#) [★ Account Info](#) [★ Freight Shipment](#) [★ HHG Shipment](#) [★ Reports Menu](#)

HOUSEHOLD GOODS QUERY

Select your query options then click 'Query'

Move Date (MM/DD/YYYY) :

Type :

SRO :

| | Origin | Destination |
|----------------------|--|--|
| Zip : | <input type="text"/> | <input type="text"/> |
| Country : | <input type="text" value="UNITED STATES"/> | <input type="text" value="UNITED STATES"/> |
| State/Province : | <input type="text" value="-Select Origin State/Province-"/> | <input type="text" value="-Select Destination State/Province-"/> |
| City Starting with : | <input type="text" value="A B C D E F G H I J K L M N O P Q R S T U V W X Y Z"/> | <input type="text" value="A B C D E F G H I J K L M N O P Q R S T U V W X Y Z"/> |
| City : | <input type="text" value="-Select Origin City(County)-"/> | <input type="text" value="-Select Destination City(County)-"/> |

Estimated Mileage :

Estimated Weight :

Estimated Unaccompanied Air Baggage :

Vehicle :

Relocating Employees First Name :

Middle Initial :

Last Name :

SSN :

No. of Lines (TSPs) to be displayed :

Session Timeout counter: 10781

Local intranet

Select a TSP . . .

[Back to Query](#)
[Download](#)

Choose your TSP or Modify the Query; Agent selection provided later

Relocating Employee:
Origin: MESA, AZ (85212)
Destination: LS, MO (64081)

County: MARICOPA
County: JACKSON

SSN: 000-00-0000
Weight: 14,000
Miles: 1,182

Move Date: 09/01/2005
Vehicle Class: No Vehicle Shipped
Commuted Rate: \$22,023.26
SRO:

☐ New Carriers
☐ VI Greater Than or Equal To 100
☐ Other Carriers
☒ Display All Carriers

☐ General Transportation (G)
☐ Move Management (M)
☒ All Type Rates
☐ Hiding 30 and 60 Days Storage Charge

The estimated Surface Charge includes an 11.01% bump-up to cover anticipated accessorial service charges. The estimated Surface Charge also includes a Packing and Container Maximum(Max-Pack) Charge. The Max-Pack charge is rarely met. If you are using the estimated Surface Charge for comparison purposes, you need to deduct the 11.01% to get a more accurate estimated Surface Charge cost.

Page No: 1 of 1

| Rate Type | SCALE | Company Name | Telephone | Tender | C.B.I | V.I. | Surface | | U A B | | Vehicle | Total | SII Rate | 30 Day | 60 Day | 90 Day |
|-----------|----------------------|----------------------------------|--------------|--------|--------|----------|---------|-------------|-------|--------|---------|-------------|----------|------------|------------|------------|
| | | | | | | | % | Charge | % | Charge | | | | | | |
| G | CMAC | COLEMAN AMERICAN MOVING SERVICES | 334-983-6500 | CA01 | 0.00 | 32.3512 | 40% | \$8,809.30 | 0% | \$0.00 | \$0.00 | \$8,809.30 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| G | BMVM | BUDD VAN LINES INC. | 732-271-2258 | BM04 | 0.00 | 31.1841 | 42% | \$9,249.76 | 0% | \$0.00 | \$0.00 | \$9,249.76 | 62% | \$4,036.20 | \$4,947.60 | \$5,107.20 |
| G | STGV | STERLING VAN LINES INC. | 323-981-1440 | ST04 | 0.00 | 29.1784 | 50% | \$11,011.63 | 0% | \$0.00 | \$0.00 | \$11,011.63 | 50% | \$3,255.00 | \$3,990.00 | \$4,788.00 |
| G | GLUL | GLOBAL VAN LINES INC | 800-874-9340 | G071 | 108.72 | 108.0048 | 41% | \$9,029.53 | 0% | \$0.00 | \$0.00 | \$9,029.53 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| G | JSAM | JOHNSON STORAGE AND | 303-690-7865 | JS03 | 107.67 | 107.2698 | 41% | \$9,029.53 | 0% | \$0.00 | \$0.00 | \$9,029.53 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| G | ACMH | ACME MOVING & STORAGE | 800-241-5256 | AC04 | 109.75 | 107.1082 | 44% | \$9,690.23 | 0% | \$0.00 | \$0.00 | \$9,690.23 | 62% | \$4,036.20 | \$4,947.60 | \$5,107.20 |
| G | ARNA | A. ARNOLD WORLD CLASS RELOCATI | 800-328-9466 | A041 | 106.48 | 106.8872 | 40% | \$8,809.30 | 0% | \$0.00 | \$0.00 | \$8,809.30 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| M | JSAM | JOHNSON STORAGE AND | 303-690-7865 | JS05 | 107.67 | 106.7372 | 41% | \$9,029.53 | 0% | \$0.00 | \$0.00 | \$9,029.53 | 64% | \$4,166.40 | \$5,107.20 | \$6,107.20 |
| G | SOHM | SOUTH HILLS MOVERS, INC. | 800-242-1556 | 1T05 | 108.15 | 105.8041 | 45% | \$9,910.46 | 0% | \$0.00 | \$0.00 | \$9,910.46 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| M | GLUL | GLOBAL VAN LINES INC | 888-211-5351 | GM71 | 108.72 | 105.7526 | 46% | \$10,130.69 | 0% | \$0.00 | \$0.00 | \$10,130.69 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| M | ACMH | ACME MOVING & STORAGE | 800-241-5256 | AC04 | 109.75 | 105.6748 | 46% | \$10,130.69 | 0% | \$0.00 | \$0.00 | \$10,130.69 | 66% | \$4,296.60 | \$5,266.80 | \$6,107.20 |
| G | ARPV | PAUL ARPIN VAN LINES, INC. | 800-255-3128 | PA60 | 106.97 | 105.4285 | 44% | \$9,690.23 | 0% | \$0.00 | \$0.00 | \$9,690.23 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| M | ARPV | PAUL ARPIN VAN LINES, INC. | 800-255-3128 | PA67 | 106.97 | 105.4285 | 44% | \$9,690.23 | 0% | \$0.00 | \$0.00 | \$9,690.23 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| G | ALLY | ALLIEDVANLINES | 800-382-9645 | 9617 | 105.01 | 104.9573 | 42% | \$9,249.76 | 0% | \$0.00 | \$0.00 | \$9,249.76 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| G | NOAM | NORTH AMERICAN VAN LINES | 877-662-6472 | T071 | 104.22 | 104.8548 | 41% | \$9,029.53 | 0% | \$0.00 | \$0.00 | \$9,029.53 | 60% | \$3,906.00 | \$4,788.00 | \$5,107.20 |
| G | JKMS | JK MOVING & STORAGE, INC. | 703-260-4282 | JK04 | 103.32 | 104.3579 | 41% | \$9,029.53 | 0% | \$0.00 | \$0.00 | \$9,029.53 | 59% | \$3,840.90 | \$4,708.20 | \$5,107.20 |
| M | ARNA | A. ARNOLD WORLD CLASS RELOCATI | 800-328-9466 | A043 | 106.48 | 104.1025 | 45% | \$9,910.46 | 0% | \$0.00 | \$0.00 | \$9,910.46 | 64% | \$4,166.40 | \$5,107.20 | \$6,107.20 |

Session Timeout counter: 1624
Local intranet

Book Off-Line

Estimated Mileage : 780
Vehicle Shipped : No Vehicle Shipped
Professional Books, Papers & Equipment :
Pre-Move Survey required :
Estimated weight : 12000
Unaccompanied Air Baggage : 0
SRO Selected :
Pre-Move Survey Type :
Pre-Move Survey : No results

Shipment Cost Information

| | |
|---|---|
| Type of Rate : G | Tender Id : 1T06 |
| Surface Transportation % : 42% | Surface Transportation Charge : \$7,356.81 |
| Unaccompanied Air Baggage % : 0% | Unaccompanied Air Baggage Cost : \$0.00 |
| Vehicle Shipment Charge : \$0.00 | Total Transportation Cost : \$7,356.81 |
| 30 Days Storage In Transit : \$3,723.00 | 60 Days Storage In Transit : \$4,479.00 |
| 90 Days Storage In Transit : \$5,235.00 | SIT and Other Accessorial Services : <input type="text" value="Accessorials"/> |

Origin

City, State and Zip : ATL, GA(30310)
Country : United States

Destination

City, State and Zip : PHILA, PA(19138)
Country : United States

Status : Incomplete

Response from TSP required within Days or Hours : Days OR Hours OR ☒ Off-Line Booking

If you are using Off-Line Booking, please contact the TSP to verify shipment acceptance prior to continuing

Preferred Local Agent :

Preferred Agent Name :
Phone :
Fax No :
Email :

Agent assigned by TSP :
Phone :
Fax No :
Email :

**Click Here To Book
Shipment Off-Line**

Additional comments concerning your shipment :

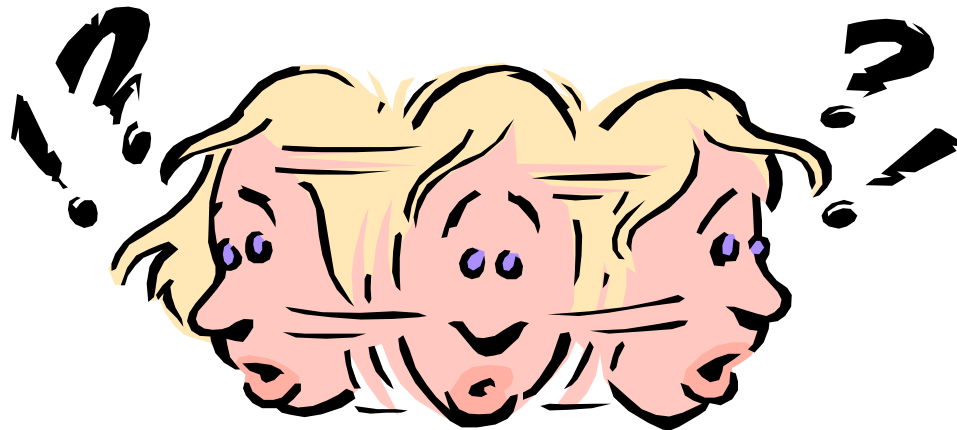
Confirm

Save Shipment Details

Cancel Booking

How to Select a TSP . . .

- Based on Past Performance
- Based on Price
- Based on GSA's Value Index (VI) Score (measurement of best value for price)
- Based on Agency's Needs (General vs. Move Management Services)



Now What?



- After selecting & contacting a TSP, they will set a date to perform an on-site premove survey
- Premove survey – an assessment of personal effects owned by the relocating employee
- Purpose – ascertain packing requirements, special services, estimated weight of shipment

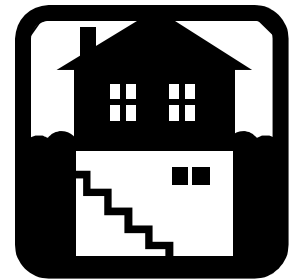
Origin Services Authorizations/Allowances



- On-site pre-move survey requirement
- Telephone survey must be authorized by agency prior to conducting
- Maximum weight allowance = 18,000 lbs. (includes UAB & Storage)

Accessorial Service Authorizations

- Pre-authorization by Federal agency is required
- TSP must submit request in writing
- Examples:
 - Shuttle service
 - Crating
 - 3rd party services
 - Removal of items in attics, basements, etc.
that are:
 - 1) not accessible by stairway
 - 2) not adequately lighted
 - 3) does not have a flat floor or
 - 4) does not allow a person to stand upright



Accessorial Service Authorizations

- Examples (continued):
 - Indirect routing
 - Foreign flag vessel
 - Shipment reweigh
 - Services occurring after 5 pm local time
 - Any service outside of the scope of the HTOS



Transferee Responsibilities

- Disassembly & reassembly of items
 - Swing sets
 - Playground equipment
 - TV/Radio antennas
 - Satellite dish antennas
 - Storage sheds
 - Draining/refilling waterbeds



Inventory



- Must be descriptive & legible
- No packed-by-owner (PBO) boxes – DOS Int'l
- High risk inventory
- Obtain signature of transferee at origin/destination

Storage-In-Transit (SIT)

- Authorization from the agency –
 - SIT at origin
 - SIT at destination
 - SIT at a location other than agent's nearest available facility
 - SIT stored outside of 50-mile radius
 - SIT involving use of trailers, vans, public warehouses, & self storage units
 - Partial withdrawal of SIT from warehouse



Destination Services

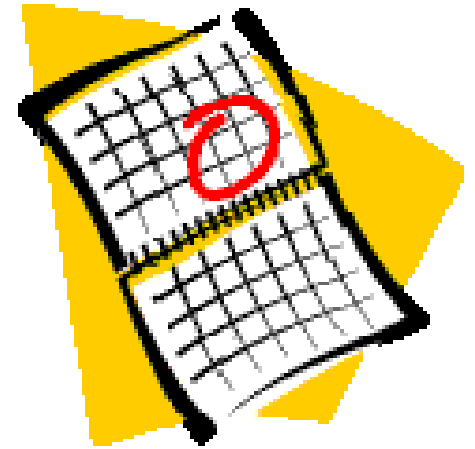
- Destination accessorial services must be pre-approved
- Unpacking is authorized, at transferee's discretion
- Removal of debris is authorized if it occurs on the day of unpacking
- If return trip to residence is required:
 - \$75 local service fee
 - Agency can authorize >\$75



Delivery Documentation

- Transferee to sign off on inventory
 - Initial each item delivered
 - Note condition (specific damage/missing articles)
 - High-value inventory – sign off in TSPs presence

Transit Times



- Section 12 of the HTOS
- POV Late Delivery Penalty - \$100 per day
 - 24-hour Notice of Delay
 - TSP Arranges for, or Reimburses for, a Rental Car

Transit Times (continued)

- The RTO may Waive Based on Circumstances of the Delay

- Examples of Circumstances:

- Missed Sailing
- Incorrect Paperwork
- Auto Found to be Inoperable Condition
- Inspections
- Weather



Overview of Authorizations

- Government Agency – Selects TSP performing the move. Accessorial services must be authorized by the Government agency in writing BEFORE being performed. Waiver of authorizations
- Transferring Employee – Available during pre-move survey & packing. Verification of inventory. Appraisals of high value items. Filing claims
- TSP – Files rates with GSA, has access to TMSS, assigns agent access in TMSS, maintains insurance and performance bond requirements. Selects agents to perform move, dispatches shipments, and monitors shipment from beginning to end. Provides shipping documents. Provides valuation coverage, assistance with claims, and responsible for reporting to GSA and Government agency

Shipment of Vehicles – International

- CHAMP TSPs may identify vessel shipping container accreditation & hazmat associated fees on invoice, as a pass through charge when transporting a POV via a shipping container. Charges are in addition to the POV services included in the flat charge identified in the Request for Offers
- Copy of Original Receipt from Vessel Carrier for Reimbursement



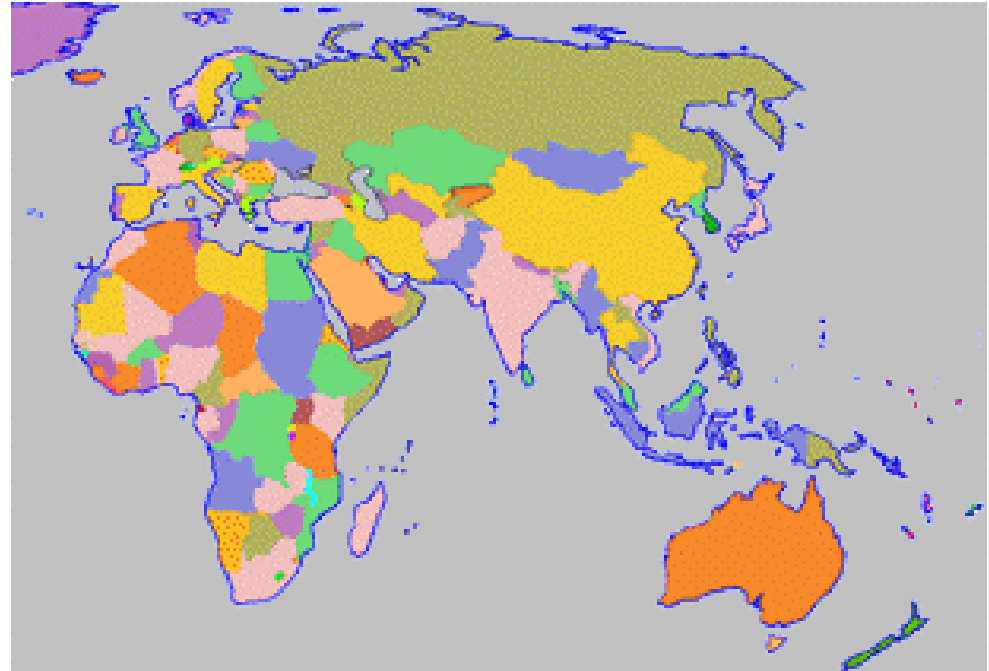
Shipment of Vehicles – Int'l (con't)

- Two Options:
 - Running POV to a stall
 - POV may sustain possible damage to fuel-injection system & other mechanical components
 - Not running POV to stall
 - No more than $\frac{1}{4}$ tank of fuel
 - Automatic requirement to be hazmat certified
- TSP may recommend one option over the other to preserve the vehicle
- Agency can set their own internal policy



New Countries

- Armenia
- Belarus
- Benin
- Bosnia-Herzegovina
- Republic of Congo
- Cote D'Ivoire
- East Timor
- Eritrea
- Georgia
- Iraq
- Jerusalem – added under Israel
- Libya



- Serbia & Montenegro
- Slovak Republic
- Togo
- Turkmenistan
- Uzbekistan

Separation of China Cities

- Beijing
- Chengdu
- Guangzhou
- Shanghai
- Shenyang
- China (All Other)



Updates on Transportation Issues

- Effective Nov. 1, 2005
- Addition of UAB fuel surcharge as a pass through charge
- Separate Line Item
- TSPs must provide copy of original airway bill to the agency to receive reimbursement
- Excessive costs charged by overseas air carriers can be negotiated and paid at the discretion of the agency
- Shipments handled by State Dept are excluded



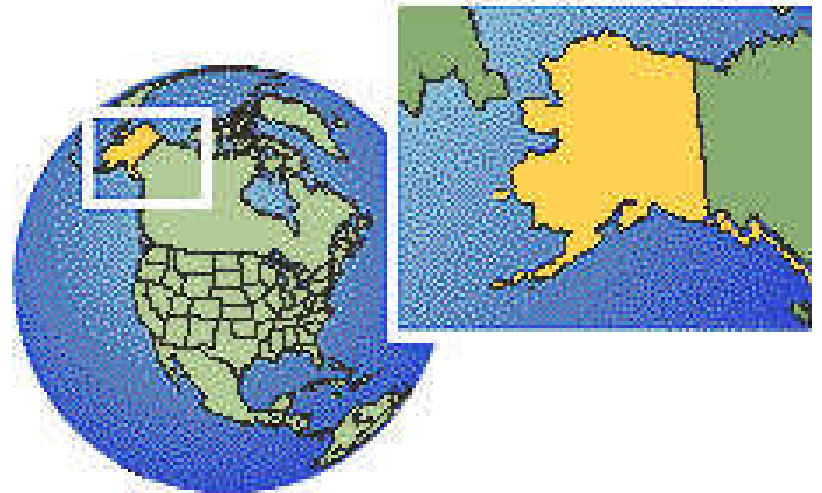
General Rate Adjustment

- Effective May 1, 2006, a 2% general rate increase will be added to domestic rates/charges (contained in 415-G) for packing, accessorial services, line-haul, storage, & water charges to/from Alaska



Firearms to Alaska

- Packed in separate container
- Sealed at residence
- Serial number
- No Customs clearance
- Written acknowledgement of receipt when delivered



Debris Removal

- Must be accomplished on day of unpacking
- TSP may charge for return trip to residence
- Charges for this service >\$75 may be authorized by agency



TMSS User Guide for HHGs

Available on:

www.moveit.gsa.gov

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more features - more flexibility - less work

[About TMSS](#) | [FAQs](#) | [Contact Us](#) | [Browser Info](#) | [System Status](#) | [Test Volunteers](#) | [Agency Freight Agreement](#) | [HHG Move Management Guidelines](#) | [GSA Form 3080-HHG Carrier Evaluation](#)

Session Timeout counter: 10711

Local intranet

[Click here to register](#)

What's New?

1), California 2006

AMSA & GSA
Household Goods
and Freight Forum

[Registration](#)

★ Offerings

Transportation
Management

TMSS Training
Online Training
Guides

Travel Training
Courses

What is a Help Screen?

The screenshot displays the 'HOUSEHOLD GOODS BILL OF LADING' screen in the TMSS application. At the top, the GSA logo and 'U.S. General Services Administration' are visible. The page title is 'Transportation Management Services Solution (TMSS)'. A navigation bar includes links: Home, Main, FAQs, About TMSS, Disclaimer, Contact Us, Log Off, and Help. Below this, a secondary navigation bar lists: Freight Queries, Freight Report, HHG Queries, HHG Report, Mailing List, FAIC List, Account Info, Freight Shipment, HHG Shipment, and Reports Menu. The main heading is 'HOUSEHOLD GOODS BILL OF LADING'. A red button labeled 'Back to Control Screen' is on the left. The screen indicates 'Step 1 of 5' and instructs the user to 'Verify information is correct. Make necessary entries and edits, then click "Continue".' The form contains several input fields: 'DRN & Suffix' (H00000000001264-01), 'Bill of Lading No.', 'Date BL Issued', 'Relocating Employee's First Name' (Emily), 'Middle Initial', 'Last Name' (Lille), 'TSP INFORMATION' section with fields for Name (SOUTH HILLS MOVERS, INC.), SCAC (SOHM), TIN (251649457), Phone (800-242-1556), Phone Ext., Fax (412-835-6561), Dunn and Bradstreet Number, Email (TMSSTEST@GSA.GOV), and Assigned Agent. The 'OTHER INFORMATION' section includes 'Authority for Shipment (Travel Order No.)' (67890), 'Travel Order Date (MM/DD/YYYY)' (04/01/2005), 'Pickup/Move Date' (04/20/2005), 'Requested Packing Date', 'Required Delivery Date', 'Agency Shipment ID No.', 'TSP Pro Bill No.', 'Agency Location Code', and 'Tarriff/Tender/Special Rate Authority' (1T05). At the bottom, there are two 'Select' buttons for 'HHG Appropriation Chargeable' (FY05-4709-FUND) and 'Other HHG Appropriation Chargeable'.





Bill of Lading Preparation: There are 5 Bill of Lading data input screens that will result in a Bill of Lading within TMSS. The current step, Step 1 of 5, is identified at the top of the screen. Mandatory fields are identified in red text and require data input.

"Back to Control Screen": Returns the user back to the Bill of Lading Control Screen.

Help Screens

| | | | |
|--|--|--|--|
| Back To Review | View Booking Audit Trail | View Bill of Lading | View |
| Make your selection | | | Click Here To Access Help Screens |
| Shipper Information | | | |
| Customer : 47 - GENERAL SERVICES ADMINISTRATION Bureau : 09 - FEDERAL SUPPLY SERVICE, ALL OTHER Phone : 303-236-7440 UserID : 4709DLG02 Email : donna.graige@gsa.gov | | SCAC : PIUAM - NORTH AMERICAN VAN LINES TIN : 521840893 DUNS : Phone : 877-662-6472 Fax No: 260-429-1352 Email : TMSSTEST@GSA.GOV | |
| Shipment Information | | | |
| DRN & Suffix : H000000000001911-01 | | Bill of Lading Number : 470905 P5000456 | |
| Relocating Employee's Name : Brandy Chase Pick-up/Move Date : 10/01/2005 Required Delivery Date : | | | |
| Estimated Mileage : 2,313 Vehicle Shipped : No Vehicle Shipped PBP&E : No Pre-Move Survey required : Yes | | Estimated Weight : 11,000 Unaccompanied Air Baggage : 0 Pre-Move Survey to be performed : After Acceptance - | |
| Origin | | Destination | |
| City, State and Zip : HANCEVILLE, AL(35077) Country : United States | | City, State and Zip : SAN FRANCISCO, CA(94101) Country : United States | |
| STATUS : Booked | | | |

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